Applicants that would like to access Glendale Water and Power's PowerClerk program will fall into one of three categories:

- Applicants that already have a PowerClerk 2 account
- Applicants that have a PowerClerk 1 account, but don't have a PowerClerk 2 account
- Applicants that don't have a PowerClerk 1 or PowerClerk 2 account

Answer questions A and B to find out if Solution 1 or 2 applies to you:

Question A: can you log in here?

https://login.powerclerk.com/Account/Login



Question B: Can you log in here?\*\*\*
https://www.powerclerk.com/Login.aspx

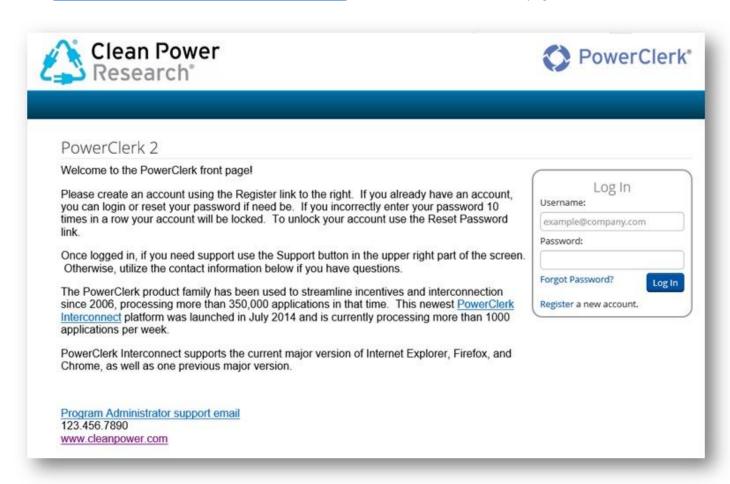


If you answered "no" to Question A, go to Solution 1.
If you answered "yes" to Question A, go to Solution 2.

\*\*\*Note that if you answered "yes" to Question B, you have a PowerClerk 1 account. Glendale Water and Power's Solar Application Program is hosted on PowerClerk 2. PowerClerk 1 and PowerClerk 2 accounts are separate, and should be treated as two different user accounts on two different platforms (may use different email addresses and passwords, are not linked, etc.).

#### **Solution 1:** create a new PowerClerk 2 account.

a. Go to https://gwpsolar.powerclerk.com/Account/Login, which will look similar to the page below:



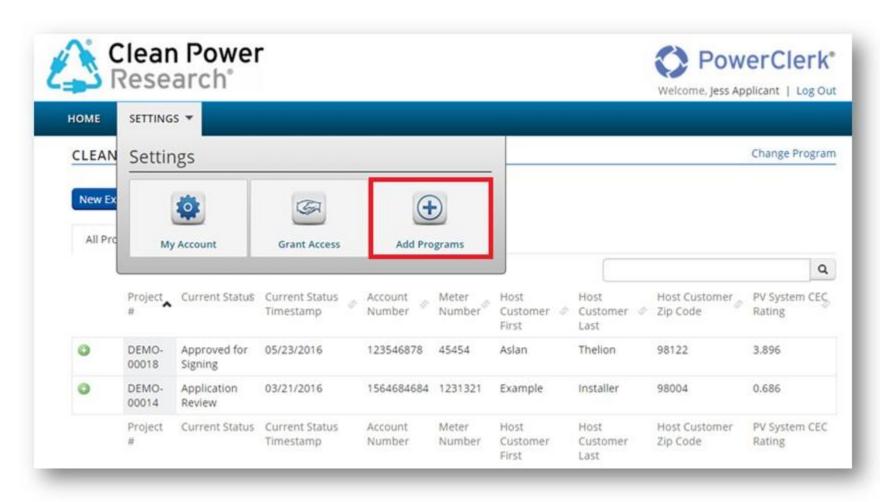
b. Click the link to Register a new account.



- c. On the following page, enter the required information and make sure it shows the Glendale Water and Power Solar Application Program for your account to be added to that program.
- d. Click Register.
- e. If the request is submitted successfully, you will receive an email from <a href="mailto:donotreply@powerclerk.com">donotreply@powerclerk.com</a> describing how to activate your account. If you do not see this email within a few minutes, check your Spam folder.
- f. After registering your new account, log into PowerClerk 2. You should be able to access <a href="https://gwpsolar.powerclerk.com/">https://gwpsolar.powerclerk.com/</a>.

Solution 2: add Glendale Water and Power Solar Application Program to your existing PowerClerk 2 account.

- a. Log into your existing PowerClerk 2 account using your typical method, or log in at https://login.powerclerk.com/Account/Login.
- b. Go to SETTINGS > Add Programs.



c. Add the Glendale Water and Power Solar Application Program.

Program to Add > Agency: Glendale Water and Power > Program: Solar Application Program.

d. You should now be able to access <a href="https://gwpsolar.powerclerk.com/">https://gwpsolar.powerclerk.com/</a>.